BBB Military Line®

Holly Petraeus, Director
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Better Business Bureau®
Start With Trust®

BBB – Who We Are

- The nation's oldest non-profit business-self-regulatory organization, created in 1912
- BBB Military Line established 2003

BBB – What We Do

- Handle consumer complaints
- Issue factual reports on businesses, giving letter grades
- Issue factual reports on charities using 20 Standards for Charity Accountability
- Set standards for truthful advertising
- Offer auto warranty dispute resolution

BBB – Where We Are

- 164 offices in the United States
- On the Web: www.bbb.org/military

  www.bbb.org/army
  www.bbb.org/navy

  www.bbb.org/airforce

  www.bbb.org/usmc

  www.bbb.org/uscg

BBB Military Line® Milestones

- DoD MOU Feb 03
- MOUs: Army 7/03, Navy 8/06, USAF 7/07, USMC 3/08
- USCG “Qualified Organization” 7/08

In the Last Two Years We Have..

Taught 300 classes to 10,000 students in military communities across the United States

Our Classes

- Military Smart Consumer Workshop
- Teen Smart Consumer Workshop
- Deals for Wheels – Adult (New Car)
- Deals for Wheels – Teen (Used Car)
- Investing for Retirement (early2010)
- Custom classes by local BBBs

“Deals for Wheels” Workshop
Davis-Monthan AFB, AZ

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Smart Consumer Workshop
Lackland AFB, TX

Teen Smart Consumer Workshop
Miramar MCAS, San Diego

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Teen “Deals For Wheels” Pittsburgh PA - CAP Cadets

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In the Last Two Years We Have..

Reached 8,600 military personnel and their families at unit events and fairs

Military Family Fair, 144th Fighter Wing, California ANG, Fresno CA

Army National Guard 30-Day Reintegration Event, Rochester NY

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“Moneywise” Fair, Pearl Harbor Naval Base, Hawaii

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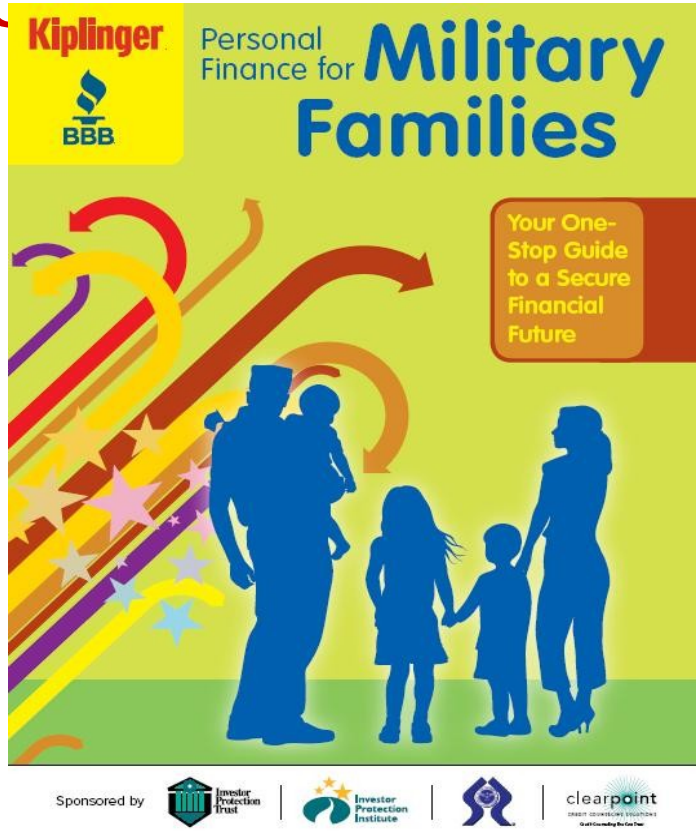
In the Last Two Years We Have

Co-produced a Kiplinger-BBB Military Finance Guide – 750k copies to all DoD branches at no charge



In the Last Two Years We Have..

Processed 112,479 consumer complaints to BBB from military personnel, retirees, DoD civilians or their family members

FYI - The Latest Scams

- Advance fee loans: B.E.P. Capital Direct
- Work-at-home: CERT Group, Inc.
- Employment scams: Southern Georgia Telecommunications aka Coastal Cable
- Involuntary sign-up for other services when visiting payday loan Web sites

Patterns We're Seeing

- Scammers are increasingly using job-search sites to find victims
- Advance-fee loan scams remain a problem
- Scammers are doing a better and better job of masquerading as reputable businesses

We Want to Hear from You!

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- Your concerns
- Complaints you are hearing
- How we can help you accomplish your mission